

**CREDIT BASED THIRD SEMESTER B.A. DEGREE EXAMINATION
OCTOBER/NOVEMBER 2009 SECRETARIAL
PRACTICE**

PAPER III - HUMAN RESOURCE PLANNING

Time: 3 Hrs

Max. Marks: 70

1. A) Match the following. (5)
- | | | |
|-----------------|---|------------------------|
| 1. Walk-in | - | a) Social Security |
| 2. TDS | - | b) Selection Test |
| 3. Casual Leave | - | c) Income Tax |
| 4. Gratuity | - | d) Recruitment Sources |
| 5. Analytical | - | e) 15 days |
- B) Fill in the blanks. (5)
1. Recruiting candidates by conducting an interview in the College/Institution are calledrecruitment.
 2. The term CCA stands for
 3. A female employee is eligible to getdays of Maternity Leave.
 - 4.....interview aims at finding emotional strain of a candidate.
 5. The term CV stands for

UNIT-1

2. Answer any **TWO** of the following. (5x2=10)
- a) Define Human Resource Planning. Explain the importance of the efficient human resource in the organization.
 - b) What is Recruitment? Explain any ONE external sources of recruitment.
 - c) Discuss the need for Human Resource Planning in any organizational set up.
3. In response to the advertisement in the 'New Indian Express' for the Post of 'Personal Assistant' to the Managing Director, Robosoft Technologies (P) Ltd., Bangalore, prepare a comprehensive CV. (5)

UNIT- II

4. Explain any two types of Salary Deductions. (5)
5. What is Pay Scale? Discuss the components of Salary with special reference to the allowances. (10)

UNIT- HI

6. Explain the rules with regard to Earned Leave. (5)
7. Explain any five fringe benefits available to an employee. (10)

UNIT-IV

8. Answer any **ONE** of the following. (5x1=5)
- a) What is Selection Test? Discuss the objectives of Selection Test.
 - b) What is meant by Group Discussion? Explain its importance.
9. a) What is Interview? Explain the guidelines for facing interview. 10x1=10
- b) What are the objectives of **Interview**? Explain briefly the various types of interviews.

**CREDIT BASED THIRD SEMESTER B.A. DEGREE EXAMINATION
OCTOBER/NOVEMBER 2010
SECRETARIAL PRACTICE
PAPER III - HUMAN RESOURCE PLANNING
Time: 3 HrsMax. Marks: 70**

1. Match the Following:**1x10=10**

- | | |
|---|----------------------------------|
| a) Transfer | 1. Tax deducted at source |
| b) EPE | 2. Male Employee |
| c) Paternity Leave | 3. Internal Recruitment Source |
| d) UPSC | 4. Social Security Benefit |
| e) Stress Interview | 5. Evaluation Process |
| f) TDS | 6. Fringe Benefit |
| g) Group Discussion Emotional Strain | 7. |
| h) Performance Appraisal Deduction | 8. Salary |
| i) Pension Speaker | 9. Right |
| j) Canteen facility | 10. Recruitment 11. Promotion |

UNIT-I**2. Answer any TWO of the following****5x2=10**

- Define Human Resource Planning and discuss the need for it in any Organizational set up.
 - What is Recruitment? Explain any two external sources of recruitment.
 - Explain briefly the importance of Human Resource Planning.
3. Mahima Periodic and Publication, Delhi, requires Sales Development Manager. Responsibility include planning and Sales Promotion activities. Draft an application along with C V.
5X1=5

UNIT - H

- What is meant by Gross Pay? Explain With a suitable Example
- Explain any five types of Salary deductions with an example.

5X1=5**10X1=10****UNIT-HI**

- What is meant by 'Fringe Benefits'? Explain any two benefits that employee can enjoy.
- Explain any five types of leaves that can be availed by a government employee. Explain its rules.

5x1=5 ~**10x1=10****UNIT - IV****8. Answer any ONE of the Following****10x1=10**

- »)
- What is meant by 'Selection Test'? Explain any two types of selection Tests.
 - Define Interviews. Explain the characteristics of any two types of interviews.

9. Answer any ONE of the following**5x1=5**

- a) What are the guidelines suggested for facing an **interview**.
- b) Write a short note on Group Discussion.

CREDIT BASED THIRD SEMESTER B.A. DEGREE EXAMINATION
OCTOBER 2012
SECRETARIAL PRACTICE – III

Time: 3 Hrs

Max. Marks: 80

SECTION - A**1. Answer all the following:****Match the following:**

- | | | |
|-------------------------|---------------------------------|--------------|
| 1. Suggestions | Face to face communication | 5X1=5 |
| 2. Encoding | Sent to large number of persons | |
| 3. Quotation | Upward communication | |
| 4. Circular | Signals | |
| 5. Verbal Communication | Sent against enquiry | |
| | Downward communication | |

Fill in the blanks:

1. When the receiver's response is communicated to the sender it is called _____ **5X1=5**
2. _____ correspondence refers to correspondence between the departments of same organization.
3. A _____ is a specific offer for sale made to a specific person in response to his enquiry.
4. If the seller is responsible for delivering the goods at his cost to the nearest station of the buyer, is called _____
5. Status enquiry letter is written to get of the customer.

SECTION - B**2. Answer any TEN of the following: 10X2=20**

- State the purpose of business communication.
- Mention any two differences between verbal & non verbal communication.
- Define correspondence.
- What is trade enquiry letter?
- Explain the terms 'prompt cash' and 'carriage forward'.
- Write a note on enclosure.
- State any two guidelines for drafting an order letter.
- Suggest any two ways to make the communication more effective.
- Expand the term E & O. E & F.O.B.
- What is meant by an order form?
- Differentiate between solicited and unsolicited enquiry.
- What is meant by trade reference?

SECTION - C**Answer any FOUR of the following: 4X5=20**

- Explain the communication process.
- Write a short note on fundamentals of good news.
- Suggest the guidelines for drafting status enquiry.

6. Sri Ramakrishna stores, wholesale cloth merchant, Bangalore, received an order for 50 metres of curtain fabrics. As the cloth is not in stock, they request the customer to allow them more time for the execution of the order or to accept a substitute. Draft a suitable letter.
7. Draft a letter from M/S Krishna Electronics, Mangalore, giving the quotation for the supply of ceiling fans and lights to Pai Electronics, Mangalore.

SECTION - D

Answer any THREE of the following:3X10=30

8. Describe briefly internal and external communication.
9. Explain the principles of business communication.
- 10.State the guidelines for drafting a complaint letter.

Write a letter of complaint to the Manager of State Bank of India, Mangalore, about the delay in issuing the ATM card.

- 11.What is circular letter? Suggest the guidelines for drafting a circular letter.
- 12.Draft a circular letter announcing the opening a new branch of your firm at Mangalore.

CREDIT BASED THIRD SEMESTER B.A. DEGREE EXAMINATION

OCTOBER 2013

SECRETARIAL PRACTICE – III

Business Communication and Correspondence

Time: 3 Hrs

Max. Marks: 80

Instructions: Answer all questions strictly following the choice provided

SECTION – A

1. A) State whether true or false: 5x1=5
- a. Face to face communication can never be horizontal communication.
 - b. The bill and the cheques attached to the main letter is called as an enclosure.
 - c. A quotation is a specific offer for sale.
 - d. Circular letters are written asking for the settlement of accounts.
 - e. Solicited enquiry is made in response to the seller's advertisement.
- B) Fill in the blanks: 5x1=5
- a. Financial expression and gestures fall under_____communication.
 - b. The study of communication through touch is known as _____
 - c. The formal greeting with which the business letter begins is called_____
 - d. An enquiry made at buyer's own initiative is called_____enquiry.
 - e. Status enquiry letter are written to get_____status of the customer.

SECTION – B

2. Answer any TEN of the following. 10x2=20
- a. Define communication.
 - b. Mention physical barriers of communication.
 - c. What is meant by postscript?
 - d. State any two importance of business communication.
 - e. Explain the term prompt cash and loco.
 - f. State any two fundamentals of good news.
 - g. What is meant by trade enquiry?

- h. Suggest any two ways to make the communication more effective.
- i. Mention any two differences between verbal & non verbal communication.
- j. What is meant by decoding?
- k. Diagrammatically present the communication process.
- l. What is trade reference?

SECTION – C

Answer any FOUR of the following:

4x5=20

- 3. Explain the role of body language in communication?
- 4. Briefly explain the writings process.
- 5. Suggest the guidelines for drafting status enquiry.
- 6. Sri Ramakrishna stores, wholesale cloth merchant, Bangalore, received an order for 50 metres of curtain fabrics. As the cloth is not in stock, request the customer to allow more time for the execution of the order or to accept a substitute. Draft a suitable letter.
- 7. Explain the various stages of collection series.

SECTION – D

Answer any THREE of the following:

3x10=30

- 8. Describe briefly the various types of communication.
- 9. Explain the principles of business communication.
- 10. a) State the guidelines for drafting a complaint letter.
b) Write a letter of complaint to the Manager of State Bank of India, Mangalore, about the delay in issuing the ATM card.
- 11. a) What is circular letter? Suggest the guidelines for drafting a circular letter.
b) Draft a circular letter announcing the fact of opening a new branch of your firm at Mangalore.

SEP 301(R)

Reg. No.

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CREDIT BASED THIRD SEMESTER B.A. DEGREE EXAMINATION
OCTOBER 2013
SECRETARIAL PRACTICE – III
Human Resource Planning

Time: 3 Hrs

Max. Marks: 70

1. A) **Fill in the blanks:** **5**
- a. The term C.V. stands for _____.
 - b. The Pay Scale comprises of _____ slabs.
 - c. The term TDS stands for _____.
 - d. The maximum number of days an employee can surrender at a time to encash the leave is _____.
 - e. When the employee leaves the organization _____ interview is conducted.
- B) **State True or False:** **5**
- a. Employees serving in rural areas are entitled to get CCA.
 - b. Casual Leave can be surrendered for, encashment.
 - c. Mangalore is not a Metropolitan City.
 - d. Pension is not a social security scheme.
 - e. The term group discussion is used to refer to an oral communication.

UNIT - I

2. **Answer any TWO of the following:**

2x5=10

- a. What do you mean by Human Resource Planning? Explain the need for Human Resource Planning.
- b. Define Recruitment. Explain the process of Campus Recruitment.
- c. Discuss the importance of Human Resource Planning

3. Draft an application along with CV for the post of a 'Chief Accountant' in response to the advertisement published in Udayavani. **5**

UNIT – II

4. Discuss Salary Components with special reference to any 3 types of allowances. **5**
5. Discuss the various Salary Deductions. **10**

UNIT – III

6. Explain the following fringe benefits:
- a. Subsidized Canteen Facility b. Transportation Facility. **5**
7. Explain the rules with regard to any four types of leaves. **10**

UNIT – IV

8. Write short note on any ONE of the following: **1x5=5**
- a. Group Discussion
- b. Telephone Interview
9. Answer any ONE of the following: **1x10=10**
- a. What are the objectives of Selection Test? Explain any four types of Selection Tests.
- b. Define Interview. Explain the various guidelines for the interviewee in brief.

SEP 301.1

Reg. No.

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CREDIT BASED THIRD SEMESTER B.A. DEGREE EXAMINATION
OCTOBER 2014

SECRETARIAL PRACTICE – III
Business Communication and Correspondence

Time: 3 Hrs

Max. Marks: 80

Instructions: Answer all questions strictly following the choice provided

SECTION – A

1. ANSWER ALL THE FOLLOWING:

5x1=5

A) Match the Following

- | | |
|----------------------------|-----------------------------|
| 1. 'Communis' | a. Psychological Barrier |
| 2. Video conference | b. French Word |
| 3. Winking | c. Upward Communication |
| 4. Perception | d. Latin Word |
| 5. Complaint from employee | e. Non-Verbal communication |
| | f. Verbal Communication |

B) Fill in the blanks:

5x1=5

- Enquiries may be _____ or _____
- The study of communication through touch is known as _____
- Too cold temperature in a working environment is an example for _____ barrier
- The _____ is the response that a communicator receives..
- "Dear Sir" is _____ part of the Business letter.

SECTION – B

2. Answer any TEN of the following.

10x2=20

- Define communication.
- What is meant by 'Decoding'?

- c. Mention any two channels of Communication.
- d. State any two components of Non-Verbal communication.
- e. What is meant by 'Kinesics'?
- f. Mention any two situations in which circular letters may be sent.
- g. State the purpose of Reference Number in Business letter.
- h. What is meant by Good News communication?
- i. Mention any two phases of Collection Letter.
- j. State the four zones of space.
- k. Explain the term 'barrier'.
- l. Suggest two examples for formal communication.

SECTION – C

Answer any FOUR of the following:

4x5=20

3. What are the purposes of communication.
4. Briefly explain the writings process.
5. State the different types of barriers in effective communication and explain any two.
6. Draft a letter to Titan Watches, Bangloare asking for a copy of their latest catalogue. State that you propose to stock watches for sale during Christmas. Ask for their best trade terms.
7. Draft a circular letter announcing a gift scheme on the occasion of Diwali to increase the sales of the latest designs of ready wears.

SECTION – D

Answer any THREE of the following:

3x10=30

8. Explain the process of communication with a neat diagram.
9. What are 7 Cs. In business Communication? Explain.
10. Elucidate the importance of Listening. How to develop listening skills.
11. a) One of 12 cases of text books that you have received from your suppliers contains the books you did not order. Draft a letter of complaint about it asking
for quick replacement.
- b) One of your customers has failed to settle his bill on the due date and you have not received payment even one week after the due date. Draft a suitable

reminder.

SEP 301.1

Reg. No.

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**CREDIT BASED THIRD SEMESTER B.A. DEGREE EXAMINATION
OCTOBER 2015
SECRETARIAL PRACTICE – III
Business Communication and Correspondence**

Time: 3 Hrs

Max. Marks: 80

Instructions: Answer all questions strictly following the choice provided

SECTION – A

1. A) Choose the correct answer from the following: 5x1=5

- a. The communication through body language is known as
a) Semantics b) Haptics C) Kinesics d) Chronemics
- b. The polite way of ending the letter is called as
a) Salutation b) Postscript c) complimentary close d) Heading
- c. An enquiry made at the buyer's own initiative is
a) Solicited enquiry b) Routine enquiry
c) Unsolicited enquiry d) Status enquiry
- d. Sending statement of Account is the first stage in _____
a) Quotation letter b) Complaint letter
c) collection letter d) Status Enquiry.
- e. Cost of transporting the goods to be borne by the buyer is:
a) Prompt cash b) Carriage forward c) Carriage paid d) Cash on delivery

B) Match the following: 5x1=5

- | | |
|-------------------------|--------------------------|
| a. Visual communication | 1. Reminding stage |
| b. Status enquiry | 2. Mode of Communication |
| c. Quotation | 3. Television |
| d. Electronic Mail | 4. Credit worthiness |
| e. Collection letter | 5. Sent against enquiry |
| | 6. Telephone |

SECTION – B

2. Answer any TEN of the following. 10x2=20
- a. Define communication.
 - b. What is meant by body language?
 - c. State the objective of business communication.
 - d. Mention the types of business correspondence.
 - e. What is quotation?
 - f. Expand the following terms:
 - a) C.W.O
 - b) F.O.B
 - g. Enumerate the 5 stages of collection letter.
 - h. State the steps involved in communication process.
 - i. What is meant by complimentary close?
 - j. Write any two benefits listening in communication?
 - k. What is a circular letter?
 - l. What is meant by socio Psychological of Communication.

SECTION – C

Answer any FOUR of the following:

4x5=20

3. Briefly explain the upward communication.
4. What are the objectives of circular letter?
5. Describe the format of business letter.
6. You are constructing a house and need to paint your house. Write a letter to a paint company asking for the latest price list and catalogue of paint to be supplied at your station.
7. State the guidelines for drafting a complaint letter.

SECTION – D

Answer any THREE of the following:

3x10=30

8. What are the barriers for effective communication? Suggest the measures to make the communication more effective.
9. Explain the significance of SEVEN in business communication
10. a) Suggest the guidelines for drafting a complaint letter.
 - b) Draft a letter from M/s Krishna Kamath, Bangalore, to M/s Johnson Electronics, Bombay, for cancelling of an order for DVD player because of delay in sending them.
11. a) State the important guidelines for drafting the letter of status enquiry.

- b) Naveen book House would like to have credit purchase from M/S Sapna Book Mart, Bangalore. Since the customer is new to the supplier they want to get credit standing. Draft a letter asking the customer's banker to furnish the statuses of the customers.

SEP 301.2

Reg. No.

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**CREDIT BASED THIRD SEMESTER B.A. DEGREE EXAMINATION
OCTOBER 2015**

SECRETARIAL PRACTICE – III

Business Communication and Correspondence

Time: 3 Hrs

Max. Marks: 80

Instructions: Answer all questions strictly following the choice provided

SECTION – A

1. A) **State whether true or false:** **5x1=5**
- a. Grapevine is an informal channel of communication.
 - b. The writer of a business letter must use “We attitude”.
 - c. ‘Complimentary close’ is merely a polite way of ending a letter.
 - d. Collection letters are usually written without any reminders.
 - e. The process of interpretation of the signals into ideas is called ‘encoding’.
- B) **Fill in the blanks:** **5x1=5**
- a. Winking is _____ Communication.
 - b. The formal greeting with which a business letter begins is called _____.
 - c. ‘Answering the letter promptly’ is a principle of _____.
 - d. The businessman has to write _____ letter for introducing a new product.
 - e. An enquiry made at the buyer’s own initiative is called _____.

SECTION – B

2. **Answer any TEN of the following.** **10x2=20**
- a. Draw a diagram of communication process.

- b. What is meant by “Upward Communication”?
- c. What is meant by “you attitude”?
- d. What details are usually included in the heading of a business letter?
- e. mention any four stages of a Collection series.
- f. What is meant by ‘Proxemics’?
- g. What is meant by ‘Consideration’?
- h. State the four zones of space.
- i. What is meant by ‘Opinion Words’?
- j. Bring out any two significance of listening skill.
- k. What is ‘Order Form’?
- l. Mention the five stages of the writing process.

SECTION – C

Answer any FOUR of the following:

4x5=20

3. Explain briefly the elements of Communication process.
4. State the barriers of effective communication and explain any two.
5. What are the objectives of business Communication?
6. Write a letter to Harsha Electronics, enquiring the prices of certain Home appliances to be supplied to old age home.
7. As a manufacturer of the herbal toothpaste ‘Shakthi’, draft a circular to your dealers in Karnataka informing them about the harmful effects of the duplicate product.

SECTION – D

Answer any THREE of the following:

3x10=30

8. “Non-Verbal Communication is more effective than Verbal-Communication is more effective than Verbal-communication? Elucidate.
9. Explain briefly the principles of written Business Communication.
10. What is meant by “Listening Skills”? How can they be developed? Explain.
11. a) Place an order with the Malbar Oil Mills, Main Bazar, cochin, for supply of 100 tins of 3 different varieties of oil.
b) Write a final letter to customer threatening legal proceedings, if his account is not paid within a specified time.

**CREDIT BASED FIRST SEMESTER B.A. DEGREE EXAMINATION
OCTOBER 2016**

SECRETARIAL PRACTICE

Paper III: Business Communication and Correspondence

Time: 3 Hrs

Max. Marks: 80

Instructions: Answer all questions strictly following the choice provided

SECTION – A

1. A) Fill in the Blanks:

1x5=5

- a. The term 'Communication' is derived from the Latin word _____
- b. Touching is an important kind of _____ communication.
- c. If the letter carries along with it a price list, mention should be made in _____
- d. An enquiry made in response to the seller's advertisement is known as _____ enquiry.
- e. The miscommunication by wrong interpretation of words is _____ barrier.

B) Match the following:

1x5=5

- | | |
|--------------------|--------------------------------|
| 1) Bad News | a) Simple words |
| 2) Standing | b) New Product |
| 3) Attitudes | c) Refusal |
| 4) Clarity | d) Space |
| 5) Circular letter | e) Physical barrier |
| | f) Socio-psychological barrier |

SECTION – B

2. Answer any TEN of the following:

10x2=20

- a. What is Communication?
- b. State any two psychological barriers.
- c. What is meant of paralanguage?
- d. State the purpose of 'Reference Initials' in Business Letter.
- e. What is meant by Bad News Communication in business?
- f. Mention any two situations in which complaint letter may be written.
- g. What is meant by 'Courtesy' in written communication?
- h. Mention any two aspects of body language.

- i. What is meant by grapevine communication?
- j. Mention any two objectives of writing Circular letter.
- k. What is meant by 'Decoding'?
- l. What is 'downward communication'?

SECTION – C

3. Answer any FOUR of the following:

4x5=20

3. 'Effective listening leads to success.' Give reasons.
4. How to overcome the communication barriers? Explain.
5. Explain briefly the five stages of writing process.
6. Draft a letter to Sapna Book House, Mangalore asking for a copy of their latest catalogue and price list. State that you propose to stock text books for sale needed by the students during semester examination. Ask for their best trade terms.
7. M/s Shukla & Sons, Lucknow, have not paid a balance of Rs. 4,000 in spite of your repeated reminders. Make an appeal to their credit reputation and urge them to honour their obligation within ten days.

SECTION – D

4. Answer any THREE of the following:

3x10=30

8. "Effective Communication is a two-way process". Elaborate this statement by explaining the elements involved in the process of communication.
9. Mention the seven 'C's of written Business communication. Explain briefly.
10. Explain the different parts of Business Letter in detail.
11. a) Write a letter to your supplier pointing out the inordinate delay in supplying certain goods ordered by you. Ask for delivery of goods within a week, or say that the order would automatically stand cancelled.
b) Draft a Circular letter announcing the shifting of your shop to new premises.
